



# Round House Café Customer Feedback

## Questions, Comments and Answers

**Sure like the Classic Rock – don't ever change. Keep playing it all the time! (vs.) Can't we get some other music besides Classic Rock?** We've been getting more and more feedback about music, and of course, no two people have the same tastes. So, the Café has recently opened a Commercial "Pandora" account and will be playing a mix of Classic Rock, Country, "Oldies" Rock and Roll, and hits from the 70s, 80s and 90s – all commercial free. Hope you enjoy the new "music mix" in the Café.

**I attended the evening festivities at the Round House last night (Thurs April 12<sup>th</sup>). I came at the tail end of the evening, but was able to get some great food and really enjoyable music. Everyone had a really good time. Thanks for all you do in making the Round House Café a fun place to be as well as having good food at affordable prices. Happy Birthday RHC!** Thank you for the very kind words and your continued support. Three years went by very fast indeed!

**I was on leave when you gave out the Cups, Mugs and Bags. Any chance I can still get mine?** Yes. Just see one of the cashiers, Paul, Dan or Danielle and they will hook you up.

**Yesterday's tepary beans were much too salty, and this is just a personal preference, but I like my tepary beans without any meat, bacon and ham. It took away from the 'earthy' and natural taste. Thank you and your staff for all the hard work you guys do, it's not always easy to be friendly after being at work so early, but the staff always has a smile and positive energy. I really enjoy coming to round house for breakfast or lunch and sometimes both.** Thanks for the feedback and kind words. One of the things we've learned in three-plus years is that there are as many ways to prepare tepary beans, salads, chumuth, Frybread, stew, quail, posole, menudo, etc., as there are Community Members. Even our own kitchen staff (nine of which are Community Members or married to one) can't agree on unified recipes. Thanks again for the input and your continued support.

**May I please have the recipe for the Café's cabbage soup? I really like this soup! It is similar to the weight watchers soup recipe I had but lost. I am not a good cook so I have to follow step by step directions.** Thanks for asking. We sent you the recipe and will include it soon in one of our "Recipes of the Week." Glad you like it!

**The tortilla I bought a few minutes ago is very doughy and I don't plan on eating it - and wanted someone to know. What's the rush? I seriously don't understand.** Our apologies, and thanks for letting us know. Sometimes the staff feels pressured to "go faster" when there is a long line. We have discussed this point with the chumuth makers and gave you a free burro the next day. Thanks again.

**I would like to verify that the cottage cheese that is part of the breakfast fruit/salad bar is low-fat Cottage Cheese? If it isn't, I would like to suggest the low-fat variety be substituted.** Good news – yes it is!

**I've been eating there a lot lately but haven't received any receipts (for the contests).** Thanks for letting us know and sorry about that. The cashiers are supposed to ask if customers would like their receipt to participate in the contests, but sometimes forget. We'll remind them. Thanks again.

**I heard a rumor that the Café kitchen is filthy and unsanitary.** Thanks for asking. The Café kitchen and serving area are very clean, being toured daily by SRPMIC Food Services Manager Paul Johnston and ARAMARK Manager Dan Barolli who are both ServSafe Certified by the National Restaurant Association. The staff performs daily cleaning and sanitation on all equipment and food contact surfaces. Café is audited monthly by management for food safety and sanitation and receives semi-annual inspections from our own SRPMIC Health Department. An annual inspection is conducted by EcoSure, an independent firm hired by ARAMARK for health audits of all their corporate dining accounts. The Café received an "A" Grade and scored 95 of 100 in its most recent health department inspection. The Café also had a deep cleaning of floors in the kitchen and serving area just this past weekend. Hope this information helps.

**The bottoms of the 32 oz soda cups have been leaking – not the refillable ones, the regular paper ones.** Thanks for letting us know and you are not alone. We have been working with the supplier and manufacturer to find a solution to the problem. Thank you for your patience.

**Last Friday I tried the fish and chip meal and was really dissatisfied. It was just a lot of breading and grease. There was hardly a sliver of fish in both pieces and when I bit into it, I had nothing but a mouth full of grease. I've eaten at the cafe many times before and this is the only time I have been disappointed.** Thanks for letting us know and we apologize that your fish & chips were not up to standards. We discussed your comments with the chef and offered you a refund. Thanks again for letting us know.

**Had catering set up for a meeting...but the order never showed up. Was embarrassed because I had announced snacks and refreshments were being provided at the beginning of the meeting. Was I supposed to pick up? Maybe I misunderstood.** We apologize this happened and it was completely our fault. Simply wrote down the wrong date, and will take a "do better" slip for future catering orders. Again, our apologies – and you will be getting a free catering down the road as compensation. ☺

### **Kudos & Clouds (Customer Comments and/or Suggestions)**

- Can you bring back the Snapple Peach Mangosteen? (Yes – it was already on order when you asked).
- Letting you know that six of the yogurts in our catering today were old/outdated (we gave you credit and our apologies)
- Love the Salad Bar!!! ☺
- I just heard the Jell-O in the Café is all sugar free! Hurray!
- Can I get nutritional information for the wheat chicken pizza served today? (Yes, we provided that to you).
- The "fresh" orange I bought today tasted fermented

### **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 3.12, May 2, 2012)

